

techwork - CMDB automation

Owner: Klaus Konwalin, David Veninga - techwork data gmbh

May 2010

Document type: Overview and business value

CMDB Automation

A complete integrated CMDB solution that discovers, monitors and transfers all devices, relations and services to the CMDB.

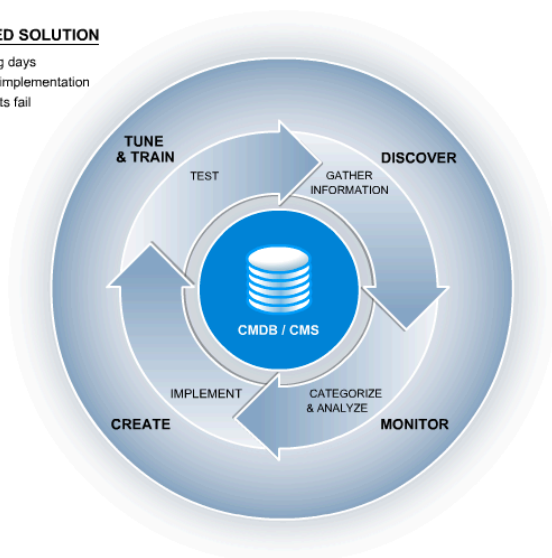
In addition all is automatically transferred to the viewer in SDE and moved to Proactive Net for monitoring.

Due to the integration between the products one as a map of reality that is visible in a viewer and approachable from all systems. Automatically monitored and linked to the service desk.

The whole CMDB project is done within 2 months. No more than 10 days of human intervention is necessary.

AUTOMATED SOLUTION

- 10 consulting days
- 2 months of implementation
- 0% of projects fail



The phases

1 Discovery : Product - BMC ADDM

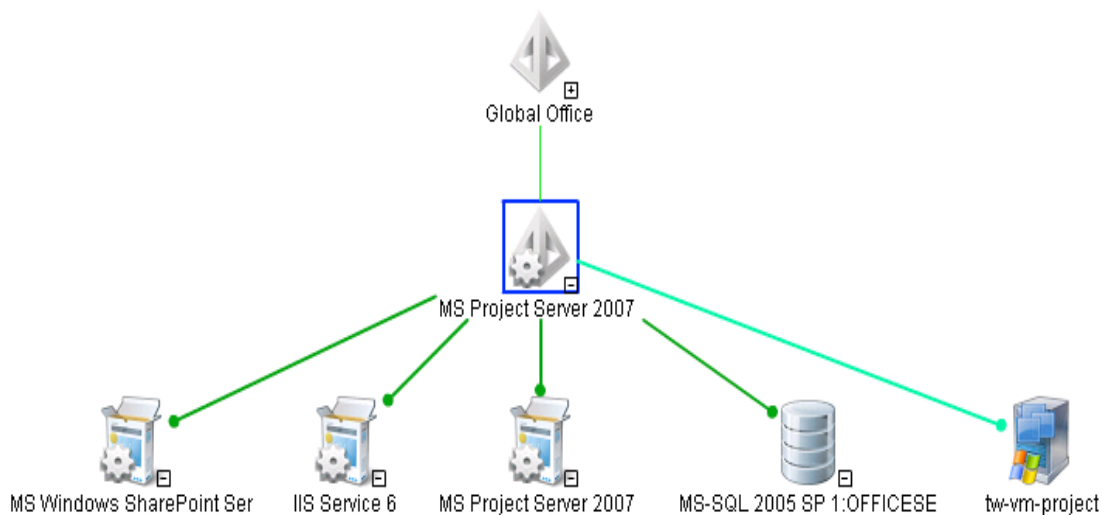
Features:

The product discovers hardware, applications, dependencies, communication and IT services.

It takes just a couple of hours for the initial configuration, after 1 day CI's start to appear and after the first week dependencies and communication are visible. After 2 weeks IT Services start to appear and the system starts to create the CMDB.

When done you have a complete topology of your environment visible through the viewer.

The system also shows what it cannot discover in full - sounds strange but it is true and unique in the marketplace.



2 Monitor: Product - BMC Proactive Net

Whenever Cis appear in the CMDB they are automatically monitored by Proactive Net. It means the environment is instantly monitored. When something appears to be wrong an incident is created in SDE. The monitoring solution is self-learning and predictive.

Business value:

- No time is spend on creating a CMDB that normally takes more than 4 months and is never as accurate as is needed for proper impact analyses
- Within a week a map of reality starts to appear realizing sufficient advantages in time and money compares to any other CMDB projects. The whole project takes about 2 month
- Other solutions don't discover applications and services
- The complete view makes inactive components visible which can then be terminated leading to savings.
- The monitoring of communication is unique in the market
- **A map of reality.... who doesn't want that!**